

CX WOMEN’S LEADERSHIP ALLIANCE WORKSHOP

OCTOBER 18, 2026

2:15 PM WELCOMING REMARKS – What Makes Today Unique? Defining Purpose, Values, and Vision

Natalie Beckerman, EVP/Chief Business Officer, iQor

2:35 PM PANEL DISCUSSION – Conversations with CX Women Trailblazers

Moderator: Natalie Beckerman, EVP/Chief Business Officer, iQor

Panelists Include:

Juanita Coley, Vice President of WFM and CX Strategy, Solid Rock Consulting
Lori Fentem, Director – Contact Center Partner Strategy, United Airlines
Jennifer Hanson, Director, Customer Experience, Andersen Windows and Doors

3:35 PM INTERACTIVE – Finding Your Leadership Mirror

Hosted By:

Natalie Beckerman, EVP/Chief Business Officer, iQor
Jaysa Boyer, Head, Employer Engagement, Ultimate Medical Academy

4:15 PM THE FIX on Your Personal Journey – Creating Your Action Plan

Participate in three 15-minute brainstorming rounds designed to produce clear, practical actions you can apply immediately. Each group will build on the ideas left by the group before, resulting in a practical, actionable solutions to familiar challenges.

The Fix on Focusing on Myself

- Jaysa Boyer, Head, Employer Engagement, Ultimate Medical Academy

The Fix on Mastering My Inner Critic

- Lora Ross Lawson, Vice President, Contact Centers, Careington International Corporation

The Fix on Women Championing Women in the Workplace

- Cippy Siedler, Director, Consumer Care Center, Banner Health

The Fix on Allyship Supporting Women’s Visibility and Advancement

- Chad Anderson, Head of Customer Care and Roadside Operations, Mercedes-Benz USA
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5:20 PM THE KEY TAKE AWAYS

5:30 PM The CX Women’s Leadership Alliance Workshop Concludes

"Real stories. Real challenges. Real leadership insights."

"The sense of community and support was unmatched."

"I walked away inspired, validated, and ready to take action."